



STATE OF MARYLAND

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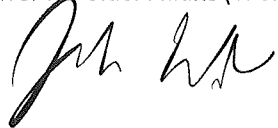
Maryland Department of Health and Mental Hygiene

201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

September 25, 2013

**To:** Independent Personal Care Providers for Waiver for Older Adults (WOA)

**From:** John S. Wilson, Project Manager  
In-home Supports Assurance System (ISAS) 

**Re:** In-home Supports Assurance System (ISAS)

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The Department will soon require all independent personal care providers who serve participants in the Waiver for Older Adults (WOA) program to use an automated billing system called the In-home Supports Assurance System (ISAS). This will replace the paper claims that are currently being submitted. The Department will be conducting in person provider training on this new electronic billing system beginning on **October 21, 2013**.

ISAS is a phone-based electronic billing system that personal care workers will use to log their work hours. The ISAS system will generate electronic claims and make billing more accurate and easier to process. We anticipate that WOA independent providers will begin using ISAS in November.

Independent providers will need to either (1) attend training in-person, or (2) access ISAS training via an online webinar or DVD (by request). WOA independent providers are responsible for accessing training prior to **November 2, 2013**.

**For any questions, please contact John Wilson at 410-767-1719 or [john.wilson@maryland.gov](mailto:john.wilson@maryland.gov).**

**Webinar and DVD Training Information**

Choose **any single one** of the following options to access training:

- Register for in person training at: <http://www.Ltsstraining.org/> or by calling: **1- 855-700-4727**  
**Or**
- Request a DVD of the training by calling: **1-855-463-5877**  
**Or**
- Access the webinar at: <http://www.Ltsstraining.org/>.

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